

Transmitting Paid Up Policy Data to the DOI

User Documentation



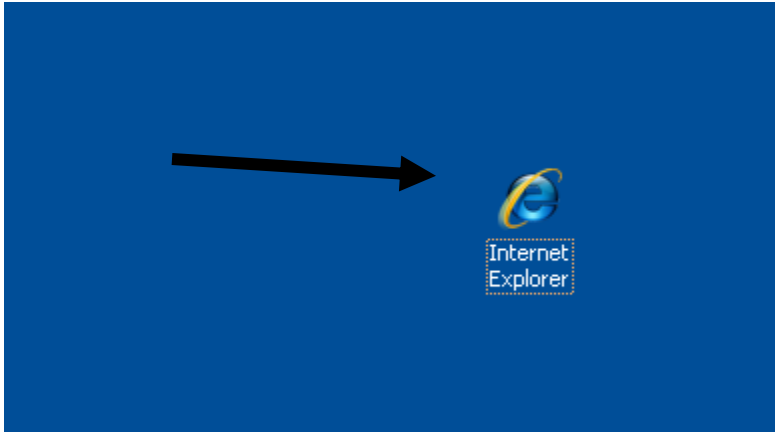
Kentucky Department of Insurance
December 2009
User Documentation
Version 1.0

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STARTING THE APPLICATION/ESERVICES

1. To begin the E-Services application, double click on the **Explorer icon** on your desktop. The icon is shown below.



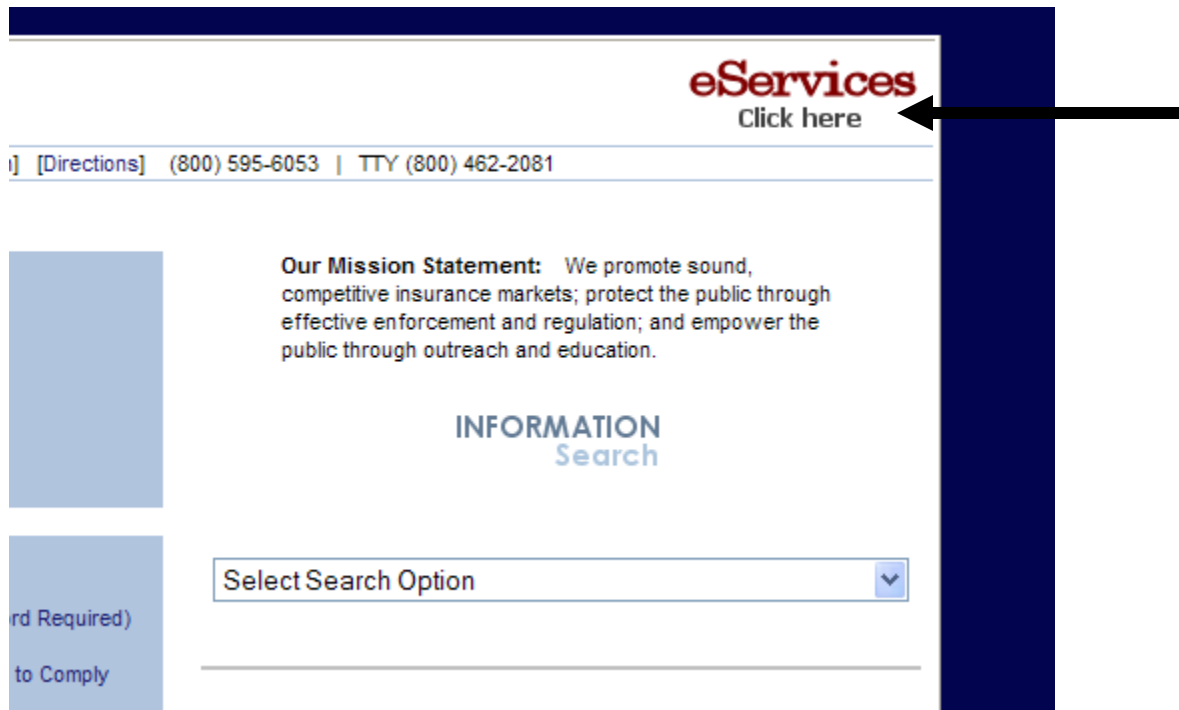
External users should proceed to the Kentucky DOI webpage at:

<http://doi.ppr.ky.gov/kentucky/>

2. After clicking into the above website, the following page should appear:

<h1>KYDepartment of Insurance</h1> <p>An agency within the Public Protection Cabinet</p>		 Click here
Location: 215 W. Main St. Frankfort, Kentucky 40601 [Mailing Address Information] [Directions] (800) 595-6053 TTY (800) 462-2081		
CONSUMER PROTECTION & EDUCATION	<ul style="list-style-type: none"> ▶ Free Publications ▶ Insurance Consumer Page ▶ Complaint Ratio Search ▶ File a formal complaint online ▶ "Clean Claims" Form ▶ Publicaciones en Español. ▶ Filing a consumer complaint [form & instructions] ▶ Event Calendar 	<p>Our Mission Statement: We promote sound, competitive insurance markets; protect the public through effective enforcement and regulation; and empower the public through outreach and education.</p>
		INFORMATION Search
AGENT LICENSING	<ul style="list-style-type: none"> ▶ Licensee Procedures, Forms and Information ▶ Agent/Agency Search ▶ eServices - Online Services / Information (Password Required) ▶ Insurance Licensee Page ▶ CE & Pre-licensing Providers, Courses, and Failure to Comply with CE 	<input type="text" value="Select Search Option"/>
COMPANY INFORMATION	<ul style="list-style-type: none"> ▶ Search for a Company ▶ Insurance Company Page ▶ Rate and Form Filings ▶ Financial Standards and Examination ▶ Local Government Premium Tax ▶ Annual Statement Filing Checklists and Instructions ▶ Captive Insurance Company Licensing and Regulation 	<hr/> <p align="center">What's New</p> <ul style="list-style-type: none"> • Insurance Legislation Adopted by the 2008 Kentucky General Assembly (Regular Session). (08/08/2008) • Texas DOI Press Release: Lincoln Memorial Action. (07/31/2008) • Whitley City Woman Charged With Fraud. (07/31/2008) • Georgetown Man Charged With Insurance Fraud. (07/31/2008) • Military Sales Practices: Reporting of Disciplinary Actions. (07/21/2008) • Louisville Business Owner Indicted By Grand Jury.. (07/17/2008).
CARE	<ul style="list-style-type: none"> ▶ Salary calculation/employees ▶ Application ▶ Application instructions ▶ Application tips ▶ Fact sheet 	

3. Click the E-Services icon in the top right corner of the webpage.



4. Which will direct you to the DOI e-services portal, as shown below.

KYDepartment of Insurance

[KYOI Home](#) | [FAQs](#) | [Contact Us](#)

Please log in here:

Username

Password

submit

First time here? Please click here to register for secure access.

Forgot your password?

Having trouble logging in? Click here for assistance.

[Click Here](#) to learn about our security.

What does **eServices** offer?

Consumers

- Submit Consumer Complaint File
- View data related to ratios (i.e., Complaint, Medicare Supplement, Consumer Guides) - **
- Find information related to a licensed Insurer, Individual or Business Entity - **

New Applicants - **
(Paperwork not submitted yet)

- Access to applications, study guides, instructions and documents

Individuals
(Licensed or pending applicants)

- Review your licensing information and account profile

Business Entities

- Review your affiliated individuals licensing information (i.e., addresses, examinations, license/application status, continuing education, etc.)
- Submit requests for additional licenses, clearance / certification letters, voluntary surrenders, address changes, name changes, license renewals, and designations. **

Insurers

- Review your affiliated individuals licensing information (i.e., addresses, examinations, license/application status, continuing education, etc.)
- Renew appointments and submit payments **(Instructions) - New**
- Submit financial responsibility requests **

SETTING UP A NEW ACCOUNT

Before using E-Services, you'll need a username and password. To create a new username and password, click "First Time Here".

KYDepartment of Insurance

Please log in here:

Username

Password

[First time here? Please click here to register for secure access.](#)

[Forgot your password?](#)

[Having trouble](#)

What

Consumers

- Submit Consum
- View data relat
- Complaint, Mec
- Consumer Guid
- Find information
- Insurer, Individu

*New Applicants - ***

This will enable the user to set up the account to gain access to the application.

KYOffice of Insurance

Create New eServices User Account :

Your eServices Account Information

Username

Password

Verify Password

UserType

Security Question

Answer

Your Contact Information

First Name Middle Name/Initial Last Name

Suffix Name SSN

Telephone Extension

E-mail Address

Your Mailing/Shipping Information

Address Line1

Address Line2

City State Zip

First, manually create your username and password:

Create New eServices User Account :

Your eServices Account Information

Username

Password

Verify Password

UserType

Security Question

Answer

Your Contact Information

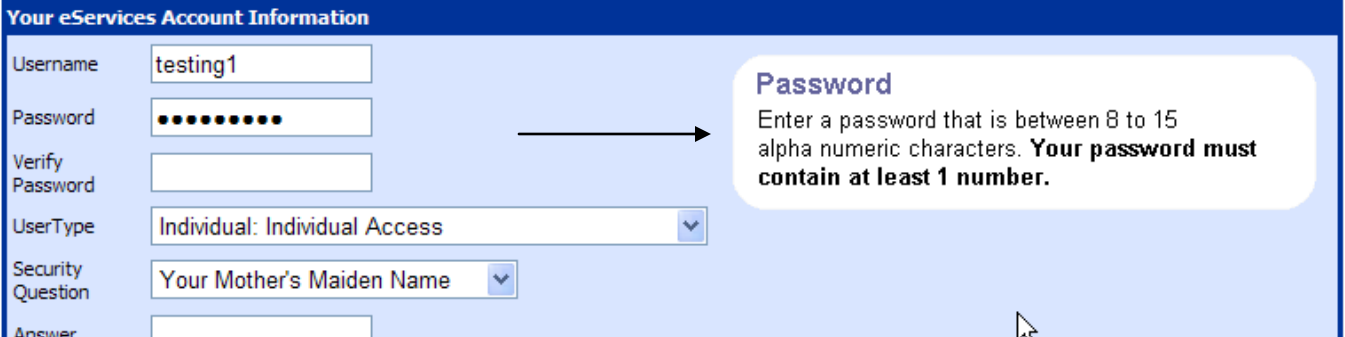
First Name Middle Name/Initial

Username
Enter your username. It must be between 8-15 alpha numeric characters in length

First...your username.

Note the tool tips offered with each field.

Then the password....




The screenshot shows a web form titled "Your eServices Account Information". It contains several input fields: "Username" (filled with "testing1"), "Password" (filled with dots), "Verify Password" (empty), "UserType" (a dropdown menu showing "Individual: Individual Access"), "Security Question" (a dropdown menu showing "Your Mother's Maiden Name"), and "Answer" (empty). An arrow points from the left to the "Password" field. Another arrow points from the "Password" field to a callout box on the right. The callout box is titled "Password" and contains the text: "Enter a password that is between 8 to 15 alpha numeric characters. **Your password must contain at least 1 number.**"

You must verify your password once entered.....

KYOffice of Insurance

Create New eServices User Account :



The screenshot shows the same web form as before, but now the "Verify Password" field is filled with dots. An arrow points from the left to the "Verify Password" field. The callout box on the right is now titled "Verify Password" and contains the text: "Enter the password you entered above to verify." Below the "Your eServices Account Information" section, there is a new section titled "Your Contact Information" which is currently empty.

Next, select user type “Life-Paid Up Policies”...

Create New eServices User Account :

Your eServices Account Information

Username:

Password:

Verify Password:

UserType:

Security Question:

Answer:

Your Contact Information

First Name:

Suffix Name:

Telephone:

E-mail Address:

Your Mailing/Shipping Address

Address Line1:

Address Line2:

Insurer: Life - Paid Up Policies

Select a security question.....

Your eServices Account Information

Username:

Password:

Verify Password:

UserType:

Security Question:

Answer:

Your Contact Information

First Name:

Suffix Name:

Telephone:

E-mail Address:

Your Mailing/Shipping Address

Address Line1:

Address Line2:

Then....answer the security question...

Create New eServices User Account :

Your eServices Account Information	
Username	<input type="text" value="testing1"/>
Password	<input type="password" value="....."/>
Verify Password	<input type="password" value="....."/>
UserType	<input type="text" value="Insurer: Life - Paid Up Policies"/>
Security Question	<input type="text" value="Your Mother's Maiden Name"/>
Answer	<input type="text" value="testing123"/>

Answer
Enter the answer to the security question you selected above. Please choose something easy to remember.

Your Contact Information	
--------------------------	--

Enter your contact information in this area.

Answer	<input type="text"/>
--------	----------------------

Your Contact Information			
First Name	<input type="text" value="John"/>	Middle Name/Initial	<input type="text" value="E"/>
Suffix Name	<input type="text" value="Mr"/>	SSN	<input type="text" value="555666777"/>
Telephone	<input type="text" value="5025551212"/>	Extension	<input type="text" value="1234"/>
E-mail Address	<input type="text" value="johndoe@ky.gov"/>		

Your Mailing/Shipping Information	
-----------------------------------	--

Then the address information.

Your Mailing/Shipping Information			
Address Line 1	<input type="text" value="123 Main St"/>		
Address Line 2	<input type="text" value="P.O. Box 123"/>		
City	<input type="text" value="Frankfort"/>	State	<input type="text" value="KY"/>
		Zip	<input type="text" value="40601"/>

Note:
The phone number
should contain no
dashes.

After the address information has been added, you will need to add all companies that will be associated with the user id.

(One user id can be associated with multiple companies)

See below for an example.

Add the company by FEIN...

The screenshot shows a multi-section web form for user registration. The sections are: 'User Information' (Username: testing2, Password: masked, Verify Password: masked, UserType: Insurer: Life - Paid Up Policies, Security Question: Your Mother's Maiden Name, Answer: testing22), 'Your Contact Information' (First Name: jane, Middle Name/Initial: e, Last Name: doe, Suffix Name: ms, Telephone: 555-1212, Extension: 1234, E-mail Address: jdoe@ky.gov), 'Your Mailing/Shipping Information' (Address Line 1: 123 main st, Address Line 2: p.o. box 16, City: frankfort, State: KY, Zip: 40601), and 'Add Companies' (FEIN/TAX ID: 610574893, Add Company button). Annotations include: a callout box for 'FEIN/Tax ID' stating 'Enter the FEIN/Tax ID number for the company or business entity that you will be administering. Numbers Only no space or dashes.'; a note box stating 'Note: The FEIN should have no dashes...'; and a box stating 'Add FEIN, click 'Add Company'...' with arrows pointing to the FEIN input field and the 'Add Company' button.

Username: testing2

Password:

Verify Password:

UserType: Insurer: Life - Paid Up Policies

Security Question: Your Mother's Maiden Name

Answer: testing22

FEIN/Tax ID
Enter the FEIN/Tax ID number for the company or business entity that you will be administering.
Numbers Only no space or dashes.

Your Contact Information

First Name: jane Middle Name/Initial: e Last Name: doe

Suffix Name: ms

Telephone: 555-1212 Extension: 1234

E-mail Address: jdoe@ky.gov

Your Mailing/Shipping Information

Address Line 1: 123 main st

Address Line 2: p.o. box 16

City: frankfort State: KY Zip: 40601

Add Companies

FEIN/TAX ID: 610574893

Add Company

Note: The FEIN should have no dashes...

Add FEIN, click 'Add Company'...

After the company has been added, the company name will be added to the grid as shown here...

Your Planning/Shipping Information

Address Line 1: 123 main st
Address Line 2: p.o. box 16
City: frankfort State: KY Zip: 40601

Add Companies

FEIN/TAX ID: 610574893
Add Company

Select	FEIN/TAX ID	Company Name
<input type="checkbox"/>	610574893	Investors Heritage Life Insurance Company

Remove Company

Create Account

You may add additional companies in the same manner.

City: frankfort State: KY Zip: 40601

Add Companies

FEIN/TAX ID:
Add Company

Select	FEIN/TAX ID	Company Name
<input type="checkbox"/>	610574893	Investors Heritage Life Insurance Company
<input type="checkbox"/>	640283583	Southern Farm Bureau Life Insurance Company

Remove Company

Create Account

Note:
You are able to delete a company by clicking the box next to the company to remove, then by clicking "Remove Company"...

After all pertinent data has been entered, you are ready to create your account. Click “Create Account” to proceed.

The screenshot shows a web form for account creation. At the top, there are input fields for 'Address Line2' (containing 'p.o. box 16'), 'City' (containing 'frankfort'), 'State' (a dropdown menu showing 'KY'), and 'Zip' (containing '40601'). Below these is a section titled 'Add Companies' with a 'FEIN/TAX ID' input field and an 'Add Company' button. Underneath is a table with two columns: 'FEIN/TAX ID' and 'Company Name'. The table contains two rows: one with '610574893' and 'Investors Heritage Life Insurance Company', and another with '640283583' and 'Southern Farm Bureau Life Insurance Company'. There are checkboxes in the 'Select' column next to each row. Below the table is a 'Remove Company' button. At the bottom of the form is a 'Create Account' button, which is highlighted by a large black arrow pointing to it from the right.

Select	FEIN/TAX ID	Company Name
<input type="checkbox"/>	610574893	Investors Heritage Life Insurance Company
<input type="checkbox"/>	640283583	Southern Farm Bureau Life Insurance Company

IMPORTANT: If nothing happens after clicking “Create Account”, please scroll to the top of the form to see if there are editing errors to consider.

After clicking “Create Account”, you should be taken to the following screen.

The screenshot shows the 'eServices' page of the KY Department of Insurance. The header includes the text 'KY Department of Insurance' and a navigation bar with links: 'eServices', 'Main Menu', 'Update your account', 'Change your password', and 'Logout'. The main content area features a box titled 'eServices' containing two links: 'Paid Up Policies' and 'View Transaction History'. At the bottom of the page, there is a footer with links: 'Return to the Main Menu', 'Update your account', 'Change your password', 'eServices Survey', and 'Logout'.

ENTERING E-SERVICES WITH YOUR USERNAME AND PASSWORD

To enter the E-Services application, after you have already established your username and password, enter your username and password in the following fields from the E-Services portal previously shown in the documentation.

The image shows a screenshot of the KY Department of Insurance E-Services login page. The page has a header with the text "KY Department of Insurance". Below the header, there is a login form with the title "Please log in here:". The form contains two input fields: "Username" and "Password", followed by a "submit" button. An arrow points from the "submit" button in the original form to a magnified view of the same form. In the magnified view, the "Username" field contains the text "testing22" and the "Password" field contains a series of dots. Another arrow points from the "submit" button in the magnified view to a text box that says "Then click 'Submit'". Below the login form, there are links: "First time here? Please click here to register for secure access.", "Forgot your password?", and "Having trouble" with a small icon. To the right of the login form, there is a sidebar with links: "Co", "view data relat", "Complaint, Mec", "Consumer Guid", and "New A".

KY Department of Insurance

Please log in here:

Username

Password

First time here? Please click here to register for secure access.

Forgot your password?

Having trouble

Co

view data relat

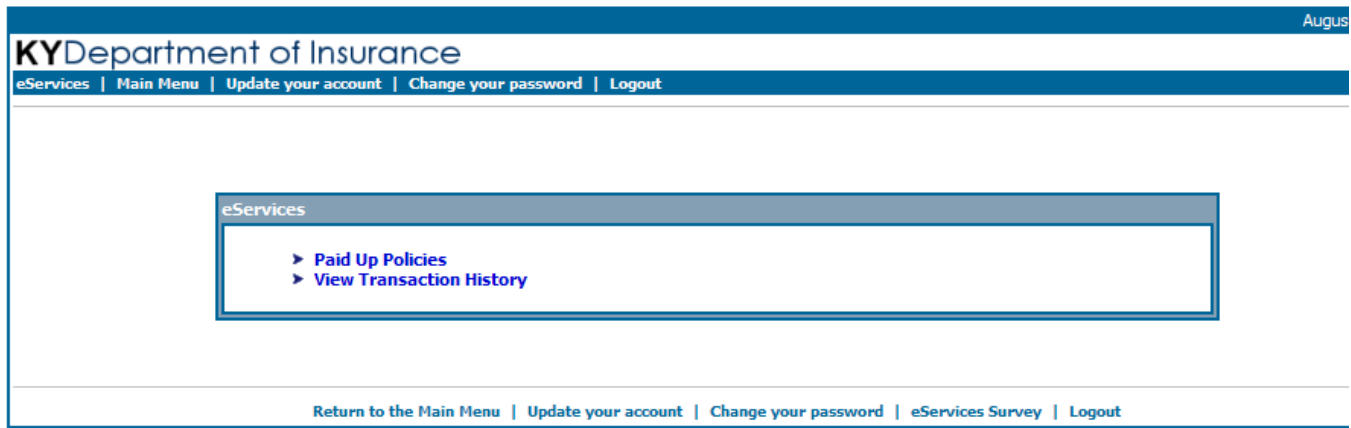
Complaint, Mec

Consumer Guid

New A

Then click 'Submit'

The following screen should display...



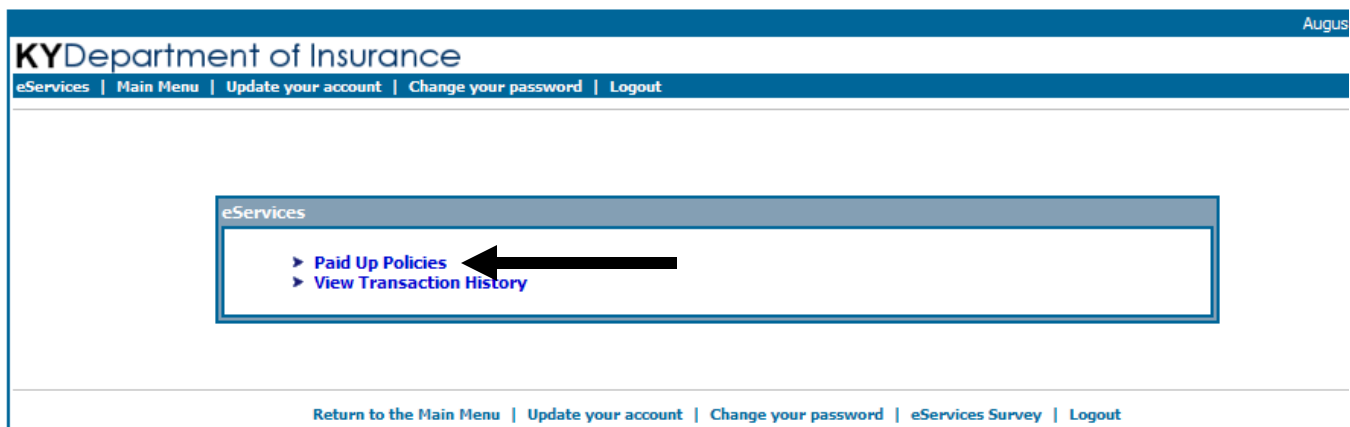
LOADING DATA

There are two ways to load data into the application:

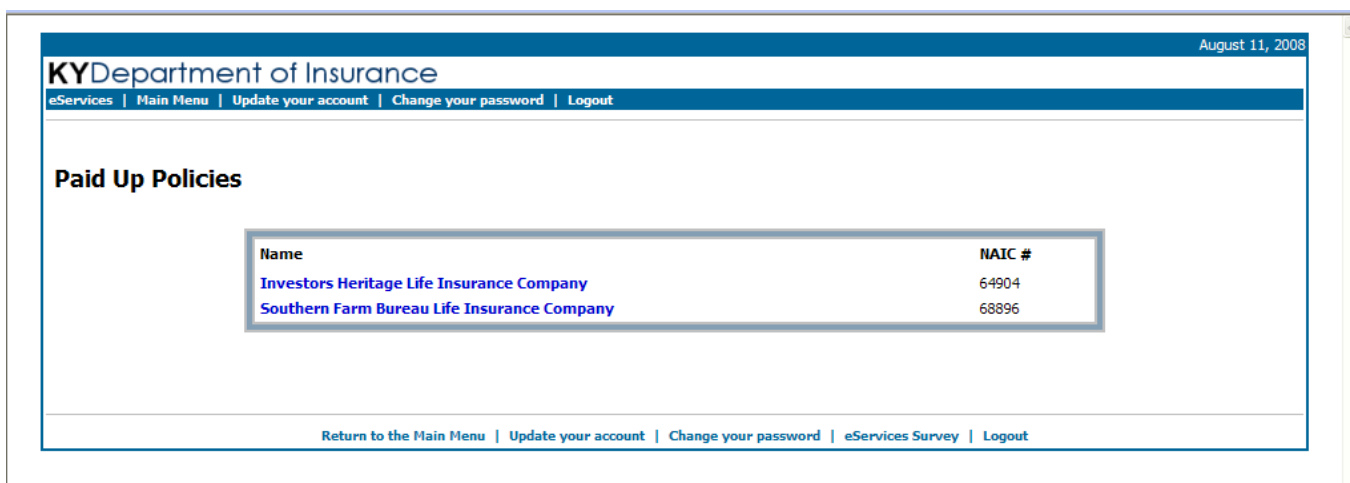
1. One policy at a time
2. Multiple policies at a time

LOADING ONE POLICY AT A TIME

To load one policy at a time, select from the entry screen “Paid Up Policies”.



The following screen will display.



You will need to select the company in which you are loading the data.

IMPORTANT: You will only be able to load the data by company. Should you send multiple policies for multiple companies, only the data from the company clicked will load.

After clicking the company above, the following screen will present.

August 11, 2008

KYDepartment of Insurance

eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

Company Name	NAIC #
Investors Heritage Life Insurance Company	64904

☐ Upload Data from File (^ delimited file)

☒ Submit data using a form

Submit

Return to the Main Menu | Update your account | Change your password | eSer

To load single policy data, select "Submit data using a form", then click submit.

This form will allow a user to enter data concerning one paid up policy.

August 11, 2008

KYDepartment of Insurance

eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

Policy Details

NAIC # 64904 Carrier Name Investors Heritage Life Insurance Company

Contact Phone #

Policy # Paid Up Date

Policy Holder Details

Last Name/Business Name First Name Middle Name

SSN/FEIN DOB

Address Line 1

Address Line 2

Address Line 3

City State Zip

Add Policy Holder (Click Add Policy Holder to add policy holder details)

Insurer Details

Last Name First Name Middle Name

SSN DOB

The top part of the form concern “Policy Details”.

Policy Details			
NAIC #	64904	Carrier Name	Investors Heritage Life Insurance Company
Contact Phone #	5025551212		
Policy #	ADR45698ER781	Paid Up Date	06/06/2008

Policy Holder Details

Enter the Policyholder Details next.

Policy Holder Details					
Last Name/Business Name	Smith	First Name	John	Middle Name	E
SSN/FEIN	333333333	DOB	06/06/1925		
Address Line 1	123 Main St				
Address Line 2	P.O. Box 1				
Address Line 3	Kentucky Building				
City	Frankfort	State	KY	Zip	40601
<div>Add Policy Holder</div> <div>(Click Add Policy Holder to add policy holder details)</div>					

After the data has been entered, click ‘Add Policy Holder’.

Note: You will be able to load more than one policyholder should you need to do so. Click ‘Add Policy Holder’, which will add the initial data to the record, and clear the data fields to load additional policyholder information. Repeat until finished.

Policy Holder Details

Last Name/Business Name First Name

SSN/FEIN DOB

Address Line 1

Address Line 2

Address Line 3

City State Zip

Add Policy Holder (Click Add Policy Holder to add policy holder details)

Select	Name	SSN	Birth Date	Address
<input type="checkbox"/>	Smith, John E	333333333	6/6/1925	123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601

Remove

The data fields are enabled for additional information gathering.

To remove information, check the 'select' box next to the record, then click 'remove'.

The record is added to the grid..

The next section deals with the Insured details. This section works like the Policyholder section. After the data is entered, click 'Add Insured Details' to complete this section.

Insurer Details

Last Name First Name Middle Name

SSN DOB

Address Line 1

Address Line 2

Address Line 3

City State Zip

Add Insured Details

Beneficiary Details

Beneficiary Details also will work in the same manner. Load the data, click ‘Add Beneficiary’ to load the data.

Beneficiary Details
Last Name First Name Middle Name
Relationship of Beneficiary to the Policy holder
 (Click Add Beneficiary to add beneficiary details)


Select	Name	Relation
<input type="checkbox"/>	Smith, John L	Father

After all data has been entered, click ‘Submit Policy’ to complete the transaction.

Address Line 2
Address Line 3
 State Zip

Beneficiary Details
Last Name First Name
Relationship of Beneficiary to the Policy holder
 (Click Add Beneficiary to add beneficiary details)

Select	Name	Relation
<input type="checkbox"/>	Smith, John L	Father



The following screen will display.

The screenshot displays the 'Paid Up Policies' section of the KY Department of Insurance eServices interface. The page header includes the department name and navigation links. A table lists a single policy with columns for selection, details, name, policy number, NAIC number, and date. Below the table are buttons for adding another policy or viewing the order. Callout boxes provide instructions on how to delete a record or complete the transaction.

KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

August 11, 2008

Paid Up Policies

Select	Click	Name	Policy #	NAIC #	Policy Date
<input type="checkbox"/>	Policy Details	Investors Heritage Life Insurance Company	ADR45698ER781	64904	6/6/2008

[Delete](#)

[Add Another Policy](#) [View Order](#)

[View Order](#) | [Return to the Main Menu](#) | [Feedback Services Survey](#) | [Logout](#)

Callout 1: You can remove the record by clicking the select box, then delete...

Callout 2: You may add an additional policy.

Callout 3: To complete the transaction, click 'View Order'.

If you are attempting to complete your transaction by clicking 'View Order', you will be taken to the next screen...

August 11, 2008

KY Department of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction / Order Information

To remove any item from your order, click on the checkbox and press "Update Order".

You will be given another opportunity to delete the transaction here...

Remove	Description	Fee(s)
<input type="checkbox"/>	Paid Up Policy	\$0.00
Total Amount Due		\$0.00

Please note: You must checkout to complete your transaction, even if your "Total Amount Due" is 0. If the total amount due is more than \$1500.00, you can only checkout via Debit (ACH) payment method.

[Update Order](#) [Checkout to Submit Transaction/Complete Order](#) [Continue Shopping/Return to Menu](#) [Cancel Order](#)

[View Order](#) | [Return to the Main Menu](#) | [Update your account](#)

To finish the transaction, click 'Checkout to Submit Transaction/Complete Order'.

After you have clicked to checkout, you will get a confirmation.

KY Department of Insurance
August 11, 2008
eServices | Main Menu | Update your account | Change your password | Logout

Transaction Details:

Your transaction has been processed and does not require any additional payment. Below are the details of your transaction. You may print a copy of this for your records. A copy of invoice¹ listed below.

Order Information **Shipping Information (if applicable)**

DOI Transaction ID: 22666
ePay Transaction ID:
Transaction Date: 8/11/2008

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

[Print Paid Up Policies](#)
[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

KY Department of Insurance
August 11, 2008
eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

Click	Name	Policy #	NAIC #	Policy Date
Policy Details	Investors Heritage Life Insurance Company	ADR45698ER781	64904	6/6/2008

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

Paid Up Policies

Policy Details

Name	Investors Heritage Life Insurance Company	Policy #	ADR45698ER781
Contact Phone #	5025551212	Policy Date	6/6/2008

Policy Holder Details

Name	SSN	Birth Date	Address
Smith, John E	333333333	6/6/1925	123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601

Insured Details

Name	SSN	Address
SMith, John		123 Main St. Louisville, KY 40202

Beneficiary Details

Name	Relation
Smith, John L	Father

[Print Policy](#)

KY Department of Insurance

[eServices](#) | [Main Menu](#) | [Update your account](#) | [Change your password](#) | [Logout](#)

Transaction Details:

Your transaction has been processed and does not require any additional Payment information.

Below are the details of your transaction. You may print a copy of this for your records by clicking on the **'Print copy of invoice'** listed below.

Order Information

DOI Transaction ID: 22666
ePay Transaction ID:
Transaction Date: 8/11/2008

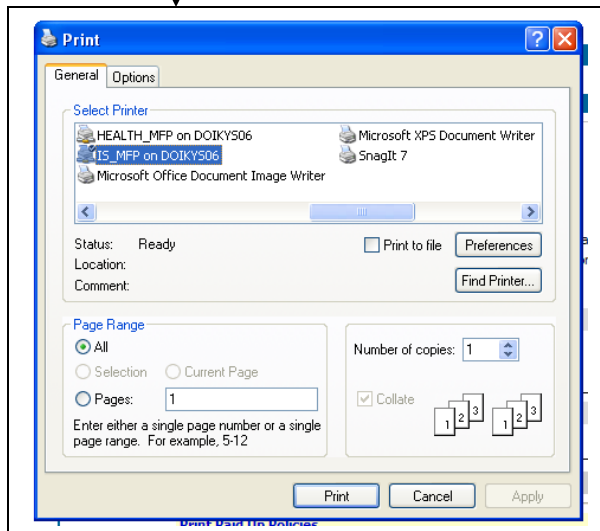
Shipping Information (if applicable)

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

Print Paid Up Policies

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)



You can also print a
copy of your
invoice...

Or you can return to the main menu...

August 11, 2008

KYDepartment of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.

Order Information		Shipping Information (if applicable)
DOI Transaction ID: 22666 ePay Transaction ID: Transaction Date: 8/11/2008		

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

August

KYDepartment of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

eServices

- Paid Up Policies
- View Transaction History

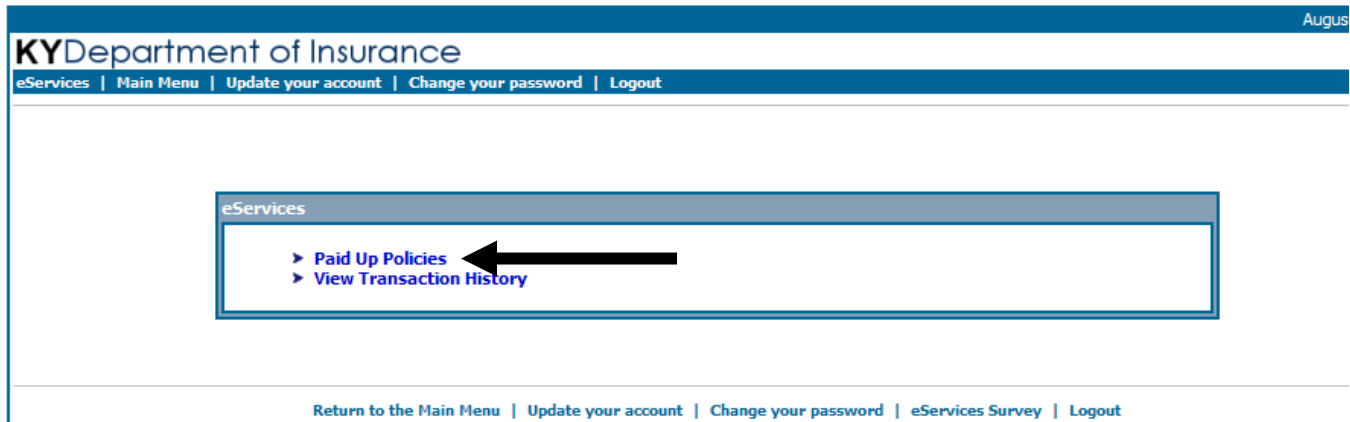
[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

Important: E-Services will timeout after 30 minutes of inactivity. Any work entered will be marked “incomplete”. Please see “How to Complete an Incomplete Transaction” in the Transaction History section of this documentation.

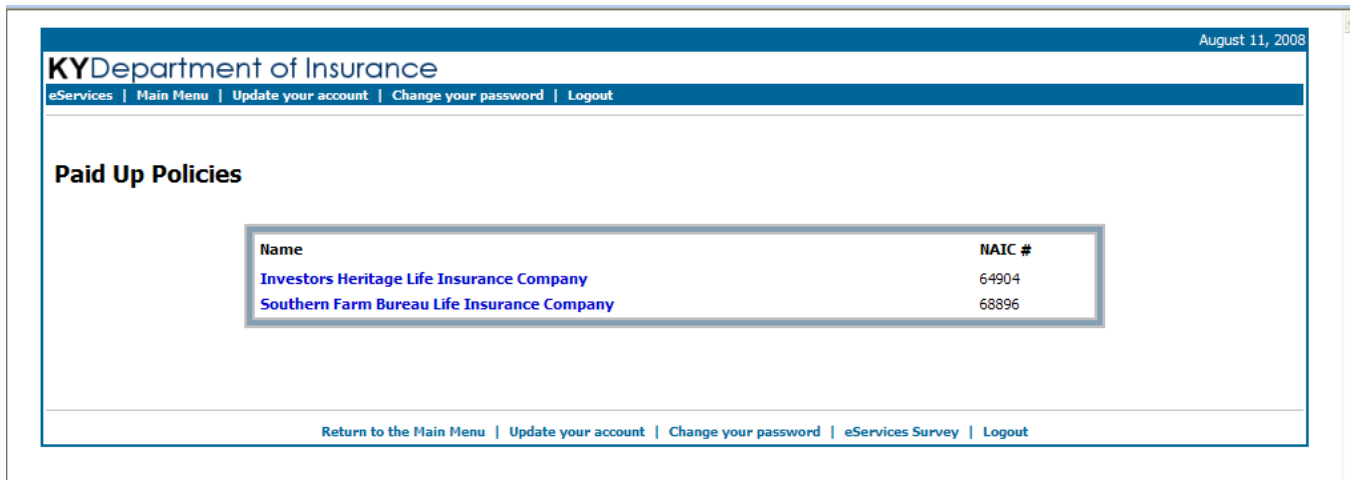
LOADING MULTIPLE POLICIES

Access to load multiple policies works much the same as a single policy load.

From the main screen, select 'Paid Up Policies'



The following screen will display.



You will need to select the company in which you are loading the data.

IMPORTANT: You will only be able to load the data by company. Should you send multiple policies for multiple companies, only the data from the company clicked will load.

After clicking the company above, the following screen will present.

August 11, 2008

KYDepartment of Insurance

eServices | Main Menu | Update your account | Change your password | Logout

Paid Up Policies

Company Name	NAIC#
Investors Heritage Life Insurance Company	64904

☐ Upload Data from File (^ delimited file)
☒ Submit data using a form

Submit

Return to the Main Menu | Update your account | Change your password | eServices

To load multiple policy data, select "Upload data from File", then click submit.

The following screen presents...

Paid Up Policies

Company Name	NAIC#
Investors Heritage Life Insurance Company	64904

Copy (Ctrl + c) data from the file, and click on the textbox below and paste (Ctrl + v) it, and then click Upload data

Upload Data List Companies

Return to the Main Menu | Update your account | Change your password | eServices Survey | Logout

Note: The company selected will display here.

The file data must be presented in character delimited text format (shift 6) (^) to load properly. The file must also conform to the templated fields as shown in the attached Excel Spreadsheet. Also is a text file as an example.

[Paid Up Example](#)

[Paid up Life Template](#)

Mandatory Fields to Pass a Data File are:

Policy Holder

Last Name
First Name
Address Line1
City
State
Zip

Insured

Last Name
First Name
City
State
Zip
DOB

Policy Number

Also, if Beneficiary information is entered, then ALL fields must be entered.

Blank fields shall be passed in a ^^ format.

To enter the multiple policy data into this screen....simply open your delimited text data file, copy, and paste into the blank screen.

Paid Up Policies

Company Name	NAIC#
Investors Heritage Life Insurance Company	64904

Copy (Ctrl + c) data from the file, and click on the textbox below and paste (Ctrl + v) it, and then click Upload data

```
Building^Louisville^KY^40222^6/1/1980^Last^First^Middle^55555555^456
Main St^Suite 3^Middle
Building^Frankfort^KY^40601^QLS432C2345^8/4/1980^11/1/2007^Last^First^Middle^son^Las
t^First1^Middle1^daughter^
64904^Investors Heritage Life Insurance
Company^18005553456^Doe^John^Doe^111559999^123 Main St^PO Box
22^^SHelbyville^KY^40065^6/01/1979^Last^First^Middle^55555555
^456 Main St^Suite 3^Middle
Building^Frankfort^KY^40601^QLS432C2345^8/4/1980^11/1/2007^Last^First^Middle^son^Las
t^First1^Middle1^daughter^Last^First^Middle^Dad^
64904^Investors Heritage Life Insurance
Company^18005551212^Doe^Jane^Middle^111559999^123 Main
St^^SHelbyville^KY^40065^6/01/1979^Last^First^Middle^222334444^125 Main St^PO Box
11^Small
Building^Louisville^KY^40222^6/1/1980^Last^First^Middle^55555555^456
Main St^Suite 3^Middle
Building^Frankfort^KY^40601^QLS432C2345^8/4/1980^11/1/2007^Last^First^Middle^son^Las
t^First1^Middle1^daughter^
```

Upload Data

List Companies

Upon completion, click 'Upload Data', to write the data to the database.

The next screen will give you a confirmation of what was accepted.

Paid Up Policies

Select	Click	Name	Policy #	NAIC #	Policy Date
<input type="checkbox"/>	Policy Details	Investors Heritage Life Insurance Company	QLS432C2345	64904	11/1/2007
<input type="checkbox"/>	Policy Details	Investors Heritage Life Insurance Company	QLS432C2345	64904	11/1/2007
<input type="checkbox"/>	Policy Details	Investors Heritage Life Insurance Company	QLS432C2345	64904	11/1/2007
<input type="checkbox"/>	Policy Details	Investors Heritage Life Insurance Company	QLS432C2345	64904	11/1/2007
<input type="checkbox"/>	Policy Details	Investors Heritage Life Insurance Company	QLS432C2345	64904	11/1/2007
Delete					
Add Another Policy View Order					

[View Order](#) | [Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

As in the single policy data entry fields, you can delete a record by clicking the 'Select' box next to the record to be deleted. You may also add additional information, or proceed to check out, by clicking 'View Order'.

If you have proceeded to check out by clicking 'View Order', the following screen will display.

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Transaction / Order Information

To remove any item from your order, click on the checkbox and press "Update Order".

You will be given another opportunity to delete the transaction here...

Forms Completed by User: [testing2]

Remove	Description	Fee(s)
<input type="checkbox"/>	Paid Up Policy	\$0.00
Total Amount Due		\$0.00

Please note: You must checkout to complete your transaction, even if your "Total Amount Due" is 0. If the total amount due is more than \$1500.00, you can only checkout via Debit (ACH) payment method.

Update Order

Checkout to Submit Transaction/Complete Order

Continue Shopping/Return to Menu

Cancel Order

[View Order](#) | [Return to the Main Menu](#) | [Update your account](#)

To finish the transaction, click 'Checkout to Submit Transaction/Complete Order'.

After you have clicked to checkout, you will get a confirmation.

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Transaction Details:

Your transaction has been processed and does not require any additional payment. Below are the details of your transaction. You may print a copy of this for your records. A copy of invoice¹ listed below.

Order Information **Shipping Information (if applicable)**

DOI Transaction ID: 22666
ePay Transaction ID:
Transaction Date: 8/11/2008

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

[Print Paid Up Policies](#)
[Print copy of invoice](#) | [Click here to return to the main menu](#)

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Paid Up Policies

Click	Name	Policy #	NAIC #	Policy Date
Policy Details	Investors Heritage Life Insurance Company	ADR45698ER781	64904	6/6/2008

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Paid Up Policies

Policy Details

Name	Investors Heritage Life Insurance Company	Policy #	ADR45698ER781
Contact Phone #	5025551212	Policy Date	6/6/2008

Policy Holder Details

Name	SSN	Birth Date	Address
Smith, John E	333333333	6/6/1925	123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601

Insured Details

Name	SSN	Address
SMith, John		123 Main St. Louisville, KY 40202

Beneficiary Details

Name	Relation
Smith, John L	Father

[Print Policy](#)

KY Department of Insurance

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Transaction Details:

Your transaction has been processed and does not require any additional Payment information.

Below are the details of your transaction. You may print a copy of this for your records by clicking on the **'Print copy of invoice'** listed below.

Order Information

DOI Transaction ID: 22666
ePay Transaction ID:
Transaction Date: 8/11/2008

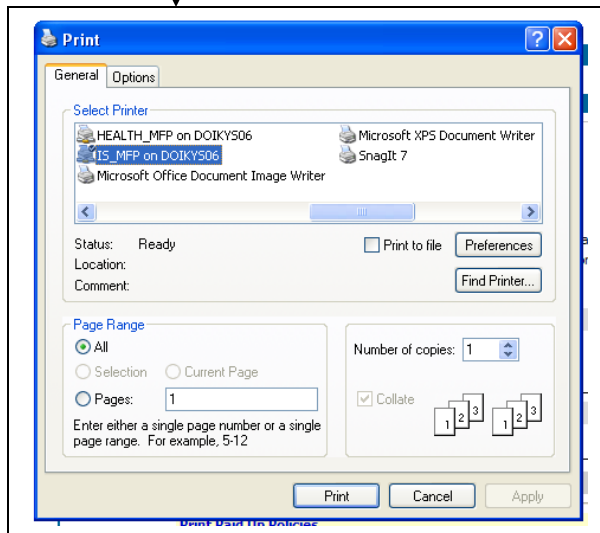
Shipping Information (if applicable)

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

Print Paid Up Policies

[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)



You can also print a
copy of your
invoice...

Or you can return to the main menu...

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Transaction Details:

Your transaction has been processed and does not require any additional Payment information.
Below are the details of your transaction. You may print a copy of this for your records by clicking on the **'Print copy of invoice'** listed below.

Order Information		Shipping Information (if applicable)
DOI Transaction ID: 22666 ePay Transaction ID: Transaction Date: 8/11/2008		

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

[Print Paid Up Policies](#)

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eServices

[Paid Up Policies](#)
[View Transaction History](#)

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VIEWING TRANSACTION HISTORY

You may return to the application to review previously sent transactions.

To do so, enter the E-Services application as described previously....

First, log into E-Services...

KYDepartment of Insurance

The screenshot shows the login interface for the KY Department of Insurance. It features a blue header with the text "KYDepartment of Insurance". Below the header is a login form with the heading "Please log in here:". The form contains two input fields: "Username" and "Password", followed by a "submit" button. A callout box on the right highlights the "submit" button with the text "Then click 'Submit'". Another callout box points to the "Username" field, which contains the text "testing22". Below the login form, there are links for "First time here? Please click here to register for secure access.", "Forgot your password?", and "Having trouble".

Please log in here:

Username

Password

First time here? Please click here to register for secure access.

Forgot your password?

Having trouble

Co

view data relat

Complaint, Mec

Consumer Guid

New A

Then click 'Submit'

The following screen should display...

August

KYDepartment of Insurance

eServices | Main Menu | Update your account | Change your password | Logout

eServices

➤ Paid Up Policies

➤ View Transaction History

Return to the Main Menu | Update your account | Change your password | Logout

Click View Transaction History...

Transaction History

Entity / User Details

DOI Number	Individual / Entity Name	
300363		
User Last Name	User Middle Name	User First Name
doe	e	jane

To view 30 days of transactions during a certain period, Enter the start date.

Enter Start Date  Display Transactions

Below is a list of all your transactions within the last 30 days. You must re-submit any transactions that are listed as incomplete.

Transaction ID	ePay Trans ID	Transaction Date	Transaction Total	Transaction Status
22667		8/11/2008 11:08:15 AM		Complete
22666		8/11/2008 10:35:42 AM		Complete

Click on the Transaction ID to view the details of the Transaction.

Return to the Main Menu | Update your account | Change your password | eServices Survey | Logout

The last 30 days of transactions will automatically display

You can also search further back than this, by utilizing the tool shown here.

The screenshot shows the 'Transaction History' page of the KY Department of Insurance. The page includes a header with navigation links (eServices, Main Menu, Update your account, Change your password, Logout) and a section for 'Entity / User Details' with fields for DOI Number, User Last Name, Individual / Entity Name, and User Middle Name. Below this is a section for entering a start date to view transactions, with a 'Display Transactions' button. A calendar pop-up window is open, showing August 2008. Three callout boxes provide instructions: one points to the date input field, another to the 'Display Transactions' button, and a third to the calendar pop-up.


KY Department of Insurance
eServices | Main Menu | Update your account | Change your password | Logout

Transaction History

Entity / User Details

DOI Number 300363	Individual / Entity Name
User Last Name doe	User Middle Name e

To view 30 days of transactions during a certain period, Enter the start date.

Enter Start Date  **Display Transactions**

Calendar - Windows Int...

Select a date by clicking on a day.


August 2008

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Click here..

To display the calendar. This will allow you to enter a new begin date to search by, which will set the search parameter from the begin date, to current.

After the date has been set, click 'Display Transactions' to list the result in the grid, as shown below.

Enter Start Date 

Below is a list of all your transactions within the last 30 days. You must re-submit any transactions that are listed as incomplete.

Transaction ID	ePay Trans ID	Transaction Date	Transaction Total	Transaction Status
22667		8/11/2008 11:08:15 AM		Complete
22666		8/11/2008 10:35:42 AM		Complete

Click on the Transaction ID to view the details of the Transaction.

To review a record displayed in the grid, click the Transaction ID.

Below is a list of all your transactions within the last 30 da

Transaction ID	ePay Trans ID
22667	
22666	

Click on

Which will display the following screen.

Transaction Details

Entity / User Details		
DOI Number	Individual / Entity Name	
300363		
User Last Name	User Middle Name	User First Name
doe	e	jane

Transaction Status: Complete

Order Information	Shipping Information (if applicable)
DOI Transaction ID: 22667	
ePay Transaction ID:	
Transaction Date: 8/11/2008 11:08:15 AM	

Qty	Description	Fee(s)
5	Paid Up Policy	\$0.00

Total Charged:	\$0.00
----------------	--------

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

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Transaction Details:

Your transaction has been processed and does not require any additional payment.
 Below are the details of your transaction. You may print a copy of this for your records. A 'copy of invoice' listed below.

Order Information

DOI Transaction ID: 22666
 ePay Transaction ID:
 Transaction Date: 8/11/2008

Shipping Information (if applicable)

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

[Print Paid Up Policies](#)

[Print copy of invoice](#) | [Click here to return to the main menu](#)

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You can view the confirmation number...

You can also review your data..

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Paid Up Policies

Click	Name	Policy #	NAIC #	Policy Date
Policy Details	Investors Heritage Life Insurance Company	ADR45698ER781	64904	6/6/2008

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Paid Up Policies

Policy Details

Name Investors Heritage Life Insurance Company **Policy #** ADR45698ER781
Contact Phone # 5025551212 **Policy Date** 6/6/2008

Policy Holder Details

Name	SSN	Birth Date	Address
Smith, John E	333333333	6/6/1925	123 Main St P.O. Box 1 Kentucky Building Frankfort, KY 40601

Insured Details

Name	SSN	Address
SMith, John		123 Main St. Louisville, KY 40202

Beneficiary Details

Name	Relation
Smith, John L	Father

[Print Policy](#)

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Transaction Details:

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Order Information

DOI Transaction ID: 22666
ePay Transaction ID:
Transaction Date: 8/11/2008

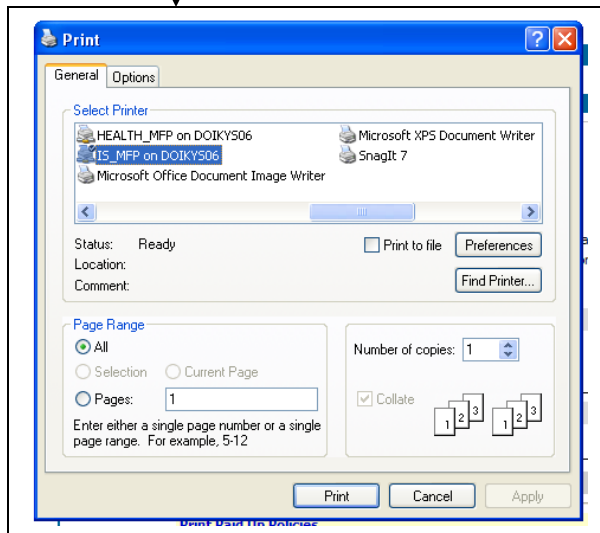
Shipping Information (if applicable)

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

Print Paid Up Policies

[Print copy of invoice](#) | [Click here to return to the main menu](#)

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Order Information		Shipping Information (if applicable)
DOI Transaction ID: 22666 ePay Transaction ID: Transaction Date: 8/11/2008		

Qty	Description	Fee(s)
1	Paid Up Policy	\$0.00
Total Charged:		\$0.00

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[Print copy of invoice](#) | [Click here to return to the main menu](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

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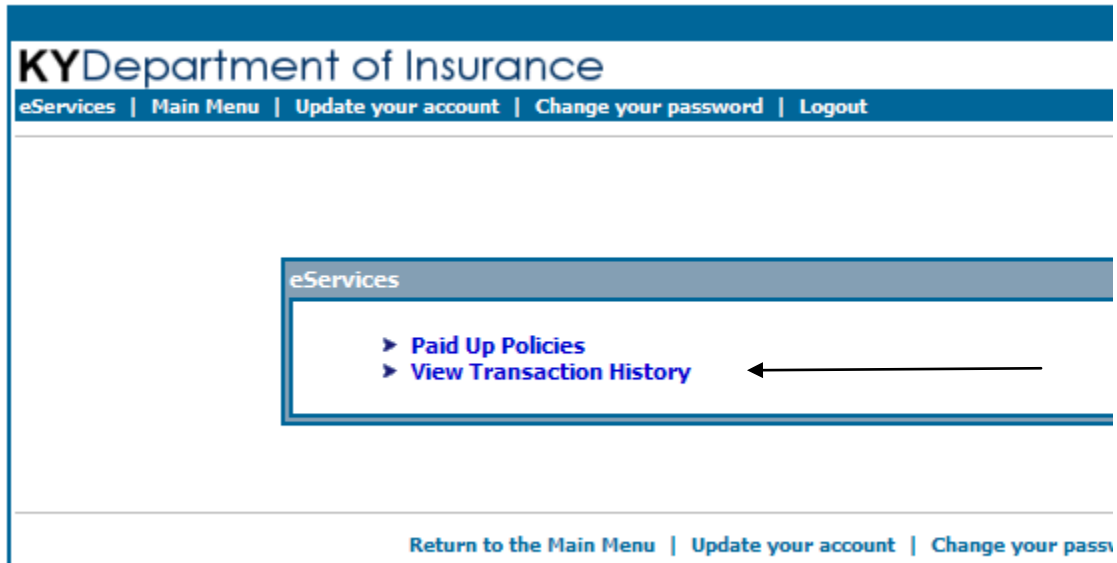
eServices

[Paid Up Policies](#)
[View Transaction History](#)

[Return to the Main Menu](#) | [Update your account](#) | [Change your password](#) | [eServices Survey](#) | [Logout](#)

How To Complete an Incomplete Transaction

Click View Transaction History.....



The listing of transactions for the last 30 days will display...

Transaction History

Entity / User Details		
DOI Number	Individual / Entity Name	
300156		
User Last Name	User Middle Name	User First Name
Sewing	D.	Ken

To view 30 days of transactions during a certain period, Enter the start date.

Enter Start Date

You can select the Check Box and press 'Complete' to submit an incomplete transaction.

Below is a list of all your transactions within the last 30 days. You must re-submit any transactions that are listed as incomplete.

Transaction ID	ePay Trans ID	Transaction Date	Transaction Total	Transaction Status
201538		12/22/2009		Incomplete <input type="checkbox"/>
201270		12/21/2009		Incomplete <input type="checkbox"/>

Mark this box...and click "complete" to complete the transaction

This will submit any unfinished work.